

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS**Investigator:** Bradley Morton**PHONE (602)** 542-0819**FAX: (602)** 542-2129**COMPLAINT No.** 97 - 79848**Date:** 10/3/97**COMPLAINT DESCRIPTION:** 10A Construction Costs**First:****Last:****Complaint By:** [REDACTED]**Home:** [REDACTED]**Account Name:****Work:****Street:** [REDACTED]**CBR:** [REDACTED]**City:** [REDACTED]**Is:** Home**State:** AZ **ZIP:** [REDACTED]**Utility Co.** U S WEST Communications, Inc.**Division:** O**Contact Name:** Jsichterman**Contact Phone:** (800)511-2038**Nature of Complaint:**

Customer requesting svc at new home and USW sent contract quoting \$1961.00, customer feels this is excessive since SRP(electric) layed their lines and USW layed theirs on top. Could you provide cost breakdown ?

Investigator's Comments:**Disposition:**

10/10 per JS customer is in zone 7 and charges should be \$1725, CDO will mail new contract with \$500 upfront, balance over 12 months. Tried to contact customer at cbr and advised number not connected. Complaint closed until customer contacts us. 11/21 per JS svc ord comp 11/19.

Company Contacted On: 10/3/97 1:30:34**Date Completed:** 10/10/97**COMPLAINT No.** 97 - 79848

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS**Investigator:** Bradley Morton**PHONE (602)** 542-0819**FAX: (602)** 542-2129**COMPLAINT No.** 97 - 147693**Date:** 11/28/97**COMPLAINT DESCRIPTION:** 10A Construction Costs**First:****Last:****Complaint By:** [REDACTED]**Home:** [REDACTED]**Account Name:****Work:****Street:** [REDACTED]**CBR:** [REDACTED]**City:** [REDACTED]**Is:****State:**

AZ

ZIP: [REDACTED]**Utility Co.**

U S WEST Communications, Inc.

Division:

0

Contact Name: For Assignment**Contact Phone:** (800)511-2038**Nature of Complaint:**

N12769767, customer claims to have rcvd from USW a contract to est svc at a cost of \$7000 and she feels this is high, she is surrounded by other houses with USW svc and cannot understand. Could you explain, Thanks.

Investigator's Comments:**Disposition:**

12/2 per JS, LDA for this area not paid by developer, need to provide trench and cable which will require county permit after contract rcvd. 12/3 I called customer and explained LDA, she cannot afford to pay \$7,200 so she will talk to developer. Confirmed she has my na/tn so she can call with any questions, complaint closed. 1/13/98 rcvd letter from RUCO from customer explaining problem, I called and conf our earlier conversation (BGM)

Company Contacted On: 11/28/97 10:50:3**Date Completed:** 12/3/97**COMPLAINT No.** 97 - 147693

ARIZONA CORPORATION COMMISSION**UTILITY COMPLAINT FORM****Priority: RESPOND WITHIN FIVE DAYS**

Investigator: Bradley Morton

PHONE (602) 542-0819

FAX: (602) 542-2129

INQUIRY No. 97 - 148068

Date: 12/29/97

COMPLAINT DESCRIPTION: 10A Construction Costs

First:Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street:

CBR:

City:

is:

State:

AZ

ZIP:

[REDACTED]

Utility Co.

Citizens Utilities Company

Division:

Contact Name: Paul Moreland

Contact Phone: (520)753-0282

Nature of Complaint:

Customer resides in rural area and has been quoted \$4,000 to get svc to his home, but claims a neighbor, who he will not identify paid under \$100. Please advise. This is for telephone svc.

Investigator's Comments:**Disposition:**

1/8 sub advised per Trish that cost is for 3905 ft of cable, she chkd neighbors and found their costs between \$3500 and \$8000. Complaint closed.

Company Contacted On: 12/29/97 3:56:09

Date Completed: 1/8/98

INQUIRY No. 97 - 148068

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Rodney Moore

PHONE (602) 542-0842

FAX: (602) 542-2129

COMPLAINT No. 98 - 148507

Date: 1/29/98

COMPLAINT DESCRIPTION: 10A Construction Costs

First:Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR:

City: [REDACTED]

is:

State:

CA

ZIP:

[REDACTED]

Utility Co.

Citizens Utilities Company

Division:

Telephone

Contact Name: Debbie Beasley

Contact Phone: (520)753-0306

Nature of Complaint:

CONSTRUCTION COSTS-Customer would like the attached quote verified as to its reasonableness and if all alternatives have been explored. Ms. [REDACTED] contends that a alternative route from a different exchange would be cheaper since her neighbor did not pay this much for service.

Investigator's Comments:

Please investigate and report any action taken so I may update my file, Thanx.

Disposition:

01/29/98 @ 6:45 AM. FAXED TWO PAGES. Discussed issues with Trish, exchange correct & no variance will be given, cost is reasonable and fixed 3 year. I called customer and informed her. CLOSED

Company Contacted On: 1/29/98 6:28:30

Date Completed: 1/29/98

COMPLAINT No. 98 - 148507

M : RUBBER MONIER

PHONE NO. : 825 529 0221

FILE180 North 9th Street
Show Low, AZ 86081**CITIZENS**
communications

January 23, 1998

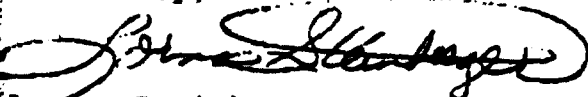
Dear Ms. [REDACTED]:

In order to establish new telephone service to your property on County Road N8564 we will have to construct additional cable. According to our filed tariff, your line extension exceeds the maximum free footage allowance. The charges quoted at this time are only an estimate. If you wish to obtain service, the line extension charge will be approximately \$12,000.00 to \$15,000.00 to provide our facilities to your property. Our business office representative wrote your order for Snowflake phone service but your property is actually in our serving area of St. Johns so I will correct before phone service could be installed.

Line extension payment is required in full up front and does not include the normal installation charge, trench on your property for service wire and is for one phone line only. A detail figure will be determined if this price is within your planned payment amount.

Please contact me within 30 days, my office hours are from 7:00 a.m. to 11:00 a.m. and 12:00 p.m. to 4:00 p.m. and our main office building is open to the public from 8:30 a.m. to 4:30 p.m.

Sincerely,


Lorna Steinberger
Admin Assistant
Engineering Department
(520) 537-6661 (collect)

FILE: Line Extension #715B

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Priority: RESPOND WITHIN FIVE DAYS

Investigator: Connie Walczak

PHONE (602) 542-0291

FAX: (602) 542-2129

COMPLAINT No. 98 - 149198

Date: 2/24/98

COMPLAINT DESCRIPTION: 10A Construction Costs

First:

Last:

Complaint By: [REDACTED]

Home: [REDACTED]

Account Name:

Work:

Street: [REDACTED]

CBR: [REDACTED]

City: [REDACTED]

Is:

State:

AZ

ZIP:

[REDACTED]

Utility Co.

U S WEST Communications, Inc.

Division:

Contact Name: Mary Harris

Contact Phone:

Nature of Complaint:

Cust requested svc from USW in Oct 97, he was told by Mr. Swanson when the trenching was complete to call 800-737-0477 to adv ready for cable and what amt. He was trenching for down the easements he had secured for APS & USW a joint trench that had to be 4' deep, he cld to adv ready & was told "NO", he was unable to leave the trench open, so it was closed. During the 1st wk of Feb he cld to place an order, it was taken he ws gvn a #, quoted chrgs 46.50 & 53.30 & anything over \$3,000 he would be resp for & told an engr would be out to look, he came last week sd his proposal would be sent to Denver (& explained his proposal) and sd it should be quick. He cld today to chk & Judy in CDO was very rude & sd if he would have done it diff he might have svc & they had 30 days to decide what to do!! He did BOTH times what he was told to do. Please check status? Snc no contract was issued, is he under the 3,000?

Investigator's Comments:

Disposition:

Per Mary eml;Disposition:02/27/98 ZCC CHGS CALCUTLATD AT 406.18. CUSTMR WL BE QOUTD MONDAY AND ONCE WE GT THE SIGNTRE, CAN GO FRM THRE.

Per Mary eml;03/09/98 CHGS QUOTED ARE 352.88 AND THE CONTRCT HAS BEEN SENT OUT. WL FU 30 DYS

4-14 per Mary eml;04/10/98 CUSTMR AGRD TO ACCPT A QTE OF \$131 THAT WS GVN BY OUTSIDE MGR. THEY ARE WRKNG DIRECTLY ON A DUE DTE. CLOSED

Company Contacted On: 2/24/98 5:25:01

Date Completed: 4/14/98

COMPLAINT No. 98 - 149198

ARIZONA CORPORATION COMMISSION**UTILITY COMPLAINT FORM****Priority: RESPOND WITHIN FIVE DAYS****Investigator:** Connie Walczak**PHONE (602)** 542-0291**FAX: (602)** 542-2129**COMPLAINT No.** 98 - 150470**Date:** 4/14/98**COMPLAINT DESCRIPTION:** 3C New Service New Service Fees**First:****Last:****Complaint By:** [REDACTED]**Home:** [REDACTED]**Account Name:****Work:****Street:** [REDACTED]**CBR:****City:** [REDACTED]**is:****State:**

AZ

ZIP:

[REDACTED]

Utility Co.

U S WEST Communications, Inc.

Division:

00

Contact Name: Mary Harris**Contact Phone:****Nature of Complaint:**

Cust cl'd to have a bus line installed & was told at least 25 people would have to request svc and it would cost ea approx \$10,000. There was no add'l lines avail in the area. She asked if she could place the order in case someone disc'd & was told just cl in every day to see if there are any lines avail? Twenty yrs ago, she just pd normal prices. Please check status?

Investigator's Comments:**Disposition:**

Per Mary eml; Disposition: 04/16/98 THE AMT OF PEOPLE AND COST ARE ACCURATE. WE ARE CONTINUING TO TRY AND PROVIDE ALTRNTE SOLUTIONS TO GVE CUSTMRS IN THIS AREA SOME SVC. I WOULD HOPE SMOONE DIDNT TELL THIS CUSTMR TO CALL EVERY DAY AS THE FACILITES ARE NOT THRE. WE AND PUBLIC POLCY ARE WRKNG WEEKLY WTH ENGRS FOR UPDATES.
CLOSED

Company Contacted On: 4/14/98 11:39:18**Date Completed:** 4/16/98**COMPLAINT No.** 98 - 150470

CITIZENS UTILITIES COMPANY

Supersedes Original Sheet No. 2
Sheet No. **SCHEDULE NO. A-2**
OUTSIDE PLANT FACILITIES (continued)**APPLICABILITY**

Applicable to services offered involving outside plant facility charges within the exchange areas of the utility.

TERRITORY

In the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES**Nonrecurring
Charge**

A1 Nonrecurring facility charges for connections to the utility's network or non-network access facilities

B1 For services provided within the Base Rate Area(s)

C1 Aerial, or at utility's option, underground extension of outside plant facilities upon public property

No charge

C2 Aerial, or at utility's option, underground extension of outside plant facilities on private property

D1 To subdivision, mobile home park, or real estate development

Actual cost

D2 To all other subscribers

No Charge

Continued

Issued: DECEMBER 1, 1994

Robert S. Crum
Vice President

Effective: DECEMBER 1, 1994

Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624

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DECISION #: 5727

CITIZENS UTILITIES COMPANY

Original Sheet No. 3
Supersedes _____ Sheet No. _____

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

RATES

Nonrecurring Charge

A1 (continued)

B2 For services provided outside Base Rate Area(s)

C1 Aerial, or at utility's option underground,
extension of outside plant facilities upon
public property

D1 Requiring reinforcements to existing
facilities

See Condition A1B11

D2 Require extension of new facilities*

E1 Free footage allowance**

The utility will construct
at its expense a
maximum of 5/10 mile,
route measurement, of
outside plant facilities per
applicant, the
combination of which
includes not more than
2/10 mile on private
property.

E2 In excess of free footage
allowance Actual cost - See Condition A1B3

- * The utility may charge the applicant for any abnormal cost incurred in acquiring a suitable right-of-way when constructing plant on private property.

The utility may charge the applicant for any cost incurred when acquiring special permits to construct plant which will provide service.

- ** Applicants may, at the option of the utility, be required to execute a termination agreement in an amount equal to 12 months exchange service.

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Vice President

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UNIVERSITY

CITIZENS UTILITIES COMPANY

Original Sheet No. 4
Supersedes _____ Sheet No. _____SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

RATES

Nonrecurring Charge

A1 (continued)

B2 (Cont'd)

C2 Aerial, or at utility's option underground
extension of outside plant facilities upon
private propertyD1 To subdivision, mobile home park or real
estate development

D2 To all other subscribers

Actual cost - See
Condition A1B7Actual cost - See
A1B2D2E2 above
and Condition
A1B3

Continued

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Vice PresidentEffective: DECEMBER 1, 1994Western Region Telephone Operations
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CITIZENS UTILITIES COMPANY

Supersedes Original Sheet No. 5
Sheet No. SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

Monthly
Rate S&E
Code

A2 Recurring Facility Rates

B1 On/off premises intraexchange network access facilities.

C1 Where the terminals are in different buildings on the same continuous property

D1	300 feet or less	No charge	
D2	Over 300 feet, each 1/4 mile or fraction thereof	\$1.00	CPM

C2 Where the terminals are in different buildings on noncontinuous property

D1	First 1/4 mile or fraction thereof	3.80	OPM1
D2	Each additional 1/4 mile or fraction thereof	2.00	OPM2

C3 Where the terminals are in the same building on the same continuous property

D1	300 feet or less	No charge	
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Continued

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CITIZENS UTILITIES COMPANY

Supersedes Original Sheet No. 6
 Sheet No.

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

Monthly S&E
Rate Code

A2 Recurring facility rates (continued)

B2 Answering bureau patron line mileage

C1 Same rates as E1 and E2 above

B3 Foreign Exchange Service

**C1 Each business and residence one-party
 access line, multiline access line,
 and PBX trunkline in local exchange**

**D1 The closed end of a foreign exchange network access
 line service will be billed voice grade special
 access service rates as shown in Section 7 of the
 intrastate Access Service tariff.**

Continued

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Robert S. Crum
 Vice President

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ORIGINAL

CITIZENS UTILITIES COMPANY

Supersedes Original Sheet No. 7
Sheet No.

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges

B1 General

- C1** Charges under this schedule are for facility extensions to prevent the unreasonable burdening of the general body of existing customers.
- C2** Charges in this schedule are:
 - D1** Applicable to aerial and underground facilities whether utility or jointly owned or rented and to all classes, types and grades of service.
- C3** All outside plant facilities will be owned and maintained by the utility. The applicant or subdivider/developer, however, if mutual agreement is made with the utility, may clear the right-of-way, furnish and install the underground supporting structure or open and close a trench for buried services, all in accordance with the utility's construction specifications. The utility in these cases will furnish and install the fixtures and wire or cable at its expense. Ownership of facilities, structures, etc., so provided by applicant shall be vested to the utility.
- C4** Nonrecurring charges under this schedule are payable in advance and are not refundable except as specified in **CONDITION A1 B7 C2.**

Continued

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Vice President

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Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624

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CITIZENS UTILITIES COMPANY

Original Sheet No. 8
Supersedes _____ Sheet No. _____SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B2 Measurement of extensions to plant facilities

C1 The distance (excluding the length of aerial and buried dropwire, if any) for determining free footage and charge is measured from the point of connection at the existing distribution facility to the point of connection (local protector) with the interior wiring at the building being served. The free footage portion on private property, 2/10 mile, is deducted from the total free footage to determine the remaining free footage along public roads.

C2 Where the proposed route over private property will be part of the route to serve two or more customers, or where, at the utility's option, the route will be on private property rather than on public roads, such routes will be treated as being on public roads.

B3 Actual cost determination

C1 In those circumstances where extensions to outside plant facilities exceed 5/10 mile (exceeding the free footage allowance), beyond that 5/10 mile the customer, in addition to any material or labor to be furnished by him, will pay in advance the estimated total cost of the utility's construction as prescribed in a contract executed between the utility and the customer.

C2 Should the amount advanced by the customer exceed the actual cost, a refund will be made within 60 days after completion of the utility's construction.

Continued

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ORIGINAL

CITIZENS UTILITIES COMPANY

Supersedes Original Sheet No. 9
Sheet No.

**SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)**

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B3 Actual cost determination (Cont'd)

C3 In no instance will the utility charge more than the actual cost at the closing of the job order.

C4 When the construction provided includes provisions for additional future customers (at utility option), the charges assessed to current applicants shall be based upon a proration of cost to their services, and not based upon the actual total of the job order.

B4 In those instances where outside plant construction involves unusual conditions, such as, unusual terrain or where extraordinary charges applicable to government land crossings, forestry permits, etc., are involved, a departure from the rates and conditions specified in this schedule may be made on behalf of the utility.

C2 In those instances where the customer requested type of construction differs from that normally provided by the utility, the customer will bear any additional actual cost or savings associated with the construction. Such concurrence with the customer request will only be provided in accordance with standard utility construction specification.

C3 When the application of this schedule appears impracticable or unjust, the utility or the customer may refer the matter to the Arizona State Corporations commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

Continued

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**Robert S. Crum
Vice President**

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**Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624**

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DECISION #: 58819

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CITIZENS UTILITIES COMPANY

Original Sheet No. 10
Supersedes _____ Sheet No. _____

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B5 Collective application and grouping of applicants

- C1** When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospective customers signing contracts for service at the time the project is initiated.
- C2** All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile.
- C3** An applicant at any premises receives only one single outside plant facility extension allowance regardless of the number of services ordered at that premises.
- C4** No applicant is required to pay a higher charge than he would if the project were established for him alone.

B6 Temporary or speculative projects

- C1** Outside plant facilities to provide service to an applicant engaged in temporary or speculative projects shall be provided in accordance with terms specified in a contract executed between the customer and the utility.

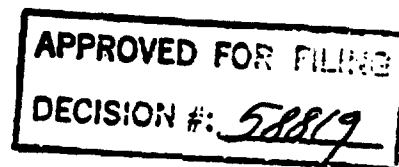
Continued

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Vice President

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ORIGINAL

CITIZENS UTILITIES COMPANY

Original Sheet No. 11
Supersedes _____ Sheet No. _____**SCHEDULE NO. A-2**
OUTSIDE PLANT FACILITIES (continued)**CONDITIONS (continued)****A1 Nonrecurring facility charges (continued)****B6 Temporary or speculative projects (Cont'd)****C2 Charges for such a temporary or speculative project may include the construction and removal of telephone facilities.****B7 Outside plant extensions serving real estate subdivisions when subdivider/developer elects to pay all applicable costs.****C1 For the purpose of this schedule, a subdivision or real estate development is improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for four or more customers for nontemporary main telephones and/or PBX trunk line services.****C2 All charges for costs within the area will be billed to the subdeveloper per a signed contract. When, within the first three-year period after completion of construction, the subdivider/developer has 75% occupancy with telephone service capacity provided, the utility will refund the advance made by the subdivider. If customer(s) disconnect within the three-year period, the customer(s) will not be included in the seventy-five percent (75%) fill requirement. No interest will be paid on such advances.****C3 There will be no additional line extension charges to customers who establish service for any portion of the facilities advance/refund to the developer/subdivider.**Issued: DECEMBER 1, 1994Robert S. Crum
Vice PresidentEffective: DECEMBER 1, 1994Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624**APPROVED FOR FILING**DECISION #: 50819

CITIZENS UTILITIES COMPANY

Original Sheet No. 12
Supersedes _____ Sheet No. _____SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B7 Outside plant extensions serving real estate subdivisions when subdivider/developer elects to pay all applicable costs. (Cont'd)

C4 Should the developer/subdivider fail to provide for the distribution facilities as provided for in this conditions, customers residing in the completed subdivision would be treated as either individual or collectively grouped applicants, as applicable.

B8 Charges to subsequent applicants

C1 When a subsequent applicant is secured who can be served from an existing project within three years of initial date of same project, the new applicant will pay an equal portion of the facility charge as paid by the original applicants to that project. If new or additional facilities are required to provide the service, Condition A1B3 will apply.

B9 Reuse of facilities

C1 When a customer discontinues service and service is reestablished for a new applicant at the same location, no adjustment or refund in charges will be made to the original customer, nor will the new applicant be required to pay additional charges where facilities are in place.

C2 Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any additional plant extension charges in addition to his total original obligation.

Continued

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8920 Emerald Park Drive, Elk Grove, CA 95624APPROVED FOR FILING
DECISION #: 58819

UNION

CITIZENS UTILITIES COMPANY

Original Sheet No. 13
Supersedes _____ Sheet No. _____

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B10 Reinforcements to existing facilities

C1 When services are ordered but facilities are not available due to utilization of existing plant facilities, nonrecurring facility charges may apply under the following circumstances.

- D1 If the utility has a planned reinforcement for the route within a reasonable period of time, but the customers require service in advance of planned completion date.**
- D2 If the quantity of services ordered exceeds the "normal" use of such services at the premises, such as Telephone Answering Service.**
- D3 Where such facilities were initially provided under an REA construction program, but the applicant initially did not apply for service within a reasonable period of availability and such facilities have been used for other new applicants.**
- D4 When a customer requests a grade of service higher than the outside BRA suburban flat rate service offered in that exchange.**

Continued

Issued: DECEMBER 1, 1994

Robert S. Crum
Vice President

Effective: DECEMBER 1, 1994

Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624

APPROVED FOR FILE
DECISION #: 58869

ORIGINAL

P. 48/82

CITIZENS UTILITIES COMPANY

Original Sheet No. 14
Supersedes _____ Sheet No. _____SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B11 Service provided to movable premises

C1 When service is provided to movable premises by means of aerial plant, the customer shall provide a treated clearance pole which they will place, own and maintain. However, if the customer elects, the utility will place, own and maintain the pole and bill the customer the cost of placing the pole.

C2 The clearance pole must comply with specifications determined to be applicable by the utility.

C3 Trenching is required for buried facilities (drop wire) from the pole to the protector on the movable premises.

B12 Disconnects

When one or more customers on a project disconnect within the three-year term, no refund is made of the nonrecurring facility charge to the disconnected customers. Charges to remaining customers are not affected by disconnects.

B13 Nonrecurring facility charges do not apply to.

C1 REA-financed construction

D1 The utility shall serve all persons included in the project for which the loan is made, to a maximum practical extent, without payment by said persons of any contribution in aid of construction for the lowest grade of service offered in each central office area.

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Vice PresidentEffective: DECEMBER 1, 1994Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624APPROVED FOR FILE
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Original Sheet No. 15
Supersedes _____ Sheet No. _____

SCHEDULE NO. A-2
OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B14 Move or change of outside plant facilities at customer's request.

C1 When a customer requests that outside plant facilities located on that customer's property be moved or changed the utility will charge the customer the actual cost incurred by such a move or change. The utility reserves the right to approve or deny any such requests.

A2 Recurring Facility Rates

B1 Recurring facility rates apply to the air line distances measured between the terminals of the telephone located off the premises of the associated service or PBX switchboard, and are in addition to other rates applicable to these services.

B2 No recurring facility rate is applicable to telephone service located within 300 feet or less, air line measurement, from a primary set, key system equipment cabinet, or private branch exchange attendant's position.

A3 Answering bureau patron lines are measured from the terminal or bridging point (CO), which ever is shorter, to the customer's telephone.

A4 The patron is the line from the telephone answering bureau's switchboard to the customer's telephone.

Continued

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Robert S. Crum
Vice President

Effective: DECEMBER 1, 1994

Western Region Telephone Operations
8920 Emerald Park Drive, Elk Grove, CA 95624

APPROVED FOR FILING
DECISION #: 58819

**U S WEST
COMMUNICATIONS
ARIZONA**

**EXCHANGE AND NETWORK
SERVICES TARIFF**

**SECTION 4
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4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.1 GENERAL

- A. Reasonable rates and charges involve consideration of costs and the degree of risk associated with furnishing telephone service. Certain situations involve substantial extra cost or risk, e.g., the facilities required will be temporary; facilities are ordered in advance of actual customer demand for service; unusual costs are involved in furnishing the service or facilities; exchange service is ordered for areas where the telephone facilities are not available.**
- B. The provision of telephone service may require the payment of a construction, zone connection, facility or temporary development charge by the customer ordering telephone service or requesting facilities. This charge is in addition to the regular rates, nonrecurring and installation charges applicable for the exchange service provided.**
- C. Applicants requesting service at locations that have been served previously will not be assessed construction charges. Construction charges will be associated with the premises for which they were established rather than the customer. Credit for construction charges will not be transferred from one premises to another.**
- D. The Company shall not be required to provide facilities, at the request of a developer, within new areas of land development which meet any of the conditions listed in 4.4.1, following, unless a contract is signed and a facility charge (refundable) is provided by the developer.**
- E. Advance payments or deposits for exchange service, if required under the regulations contained in Section 2 of this Tariff, shall be paid at the time agreement is made between the applicant and the Company to provide such exchange service.**
- F. With approval of the Company, arrangements may be made for the payment of construction, and/or zone connection charges in monthly installments spread over a reasonable period, generally not to exceed one year. All unpaid installments become due upon termination of service.**
- G. With approval of the Company, a customer may furnish material, transportation, labor, board or lodging as all or part payment of the charge in lieu of cash.**
- H. The ownership of any pole line, circuit or other facilities provided wholly or in part at the expense of an applicant under this Tariff shall at all times be vested exclusively in the Company or another company with which the Company has a joint agreement.**

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4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.1 GENERAL (Cont'd)

- I. Except as otherwise provided herein, the terms and conditions in this Tariff contemplate that the type of construction required to provide the quantity and grade of telephone service involved will be determined by the Company. The customer will be required to pay the added costs involved when a different type of construction than that proposed by the Company is desired.
- J. Where applicants are so located that it is necessary or desirable to use private and/or government right-of-way to furnish service, such applicants may be required to provide or pay the cost of providing such right-of-way in addition to any applicable charges.
- K. All necessary construction will be undertaken at the discretion of the Company consistent with budgetary responsibilities and consideration for the impact on the general body of customers, but in no case more than six months after the request for service necessitating the construction. The Company bears all responsibility for informing customers on a timely basis of all conditions necessary to establish service.
- L. Service station customers who request local exchange service will be classed as new applicants for the application of construction and zone connection charges. New service station customers will be assessed the appropriate construction and/or zone connection charges applicable at the point of connection.
- M. When construction is required to serve a new applicant, the Company will take whatever steps necessary to determine all prospects who may desire to be served from the new construction or an extension. Only those prospects having signed a line extension contract will be included in the project. All applicants are grouped in a single project when there is no more than one mile of construction between successive applicants and the terrain makes it economically reasonable for the applicants. Separate projects are established whenever the construction between any two consecutive applicants exceeds one mile. Two or more projects are combined whenever this results in lower charges (or no increase in charges) for the applicants in the preceding project.

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4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION ON PUBLIC HIGHWAYS OR OTHER EASEMENTS

4.2.1 ZONE CONNECTION CHARGES

- A. Zone Connection Charges will generally enable the Company to provide service to new customers outside base rate areas by helping to reduce the burden placed on the general body of customers. Additional rural construction charges may also apply as specified in 4.2.2.**
- B. Zone Connection Charges will apply to each main station service or line (trunk, etc.) extended beyond the base rate area the first time service is established at a given location or for additional main station services or lines and are in addition to any appropriate nonrecurring charges.**
- C. Applicants requesting service at locations that have been served previously will not be assessed a Zone Connection Charge.**
- D. Zone Connection Charges will not be applied for regrades of existing service.**
- E. Zone Connection Charges are as follows:**

CHARGE

- Zone Connection Charges for all grades of service**

\$53.30

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Release 1****Issued: 10-18-95****Effective: 11-20-95****4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES****4.2 CONSTRUCTION ON PUBLIC HIGHWAYS OR OTHER EASEMENTS (Cont'd)****4.2.2 ADDITIONAL RURAL CONSTRUCTION CHARGES****A. Additional rural construction charges may apply as specified herein.****1. Costs for existing facilities will be determined in the following manner:**

- a. A Telephone Plant Index (TPI) translator, specific to the type and vintage year of plant involved, will be applied to the current construction costs for the existing circuit to calculate the original cost of the circuit.**
- b. A depreciation factor, specific to the type and vintage year of plant involved, will be applied to the original cost determined in a., to calculate at net book cost, or original construction cost less accrued depreciation.**

2. Additional construction charges will be determined as follows:

- a. Any additional construction charges to the rural customer will not exceed the customer's pro rata share of original construction costs, less accrued depreciation, on existing facilities, as determined in 1., preceding, plus the customer's pro rata share of the construction costs of new facilities, less a credit of the lesser of \$3,000 or the sum of the aforementioned costs. The construction charges specified herein are in addition to the Zone Connection Charges in 4.2.1.**